

# Teen Line

1-800-443-8336

June 2002

<http://www.extension.iastate.edu/Pages/cahotlines/teenline/>  
Iowa State University Extension/Iowa Department of Public Health

## How many people called?

Teen Line received 135 calls for the month of June. This is a decrease of 85 calls from the previous month. The annual total (fiscal year) of calls from October 2001 – June 2002 is 1,345.

## Who called?

The average caller was 18 years old, female (47% female, 22% male), and remained on the line for 3 minutes. Thirteen percent of the calls were made by adults. Eight percent of the callers were using our service for the second time or more.

## Topics of discussion:

The greatest number of calls were categorized as relationship concerns (13%). Of these 18 calls, 32% revolved around family issues, and 64% were concerned about boy and/or girl relationships.

The remaining calls were categorized as follows: abuse (5 or 4%), brochure request (3 or 2%), educational (10 or 7%), gangs (1 or 1%), hang-ups (33 or 24%), health (8 or 6%), information about hotline (9 or 7%), lonely or just needed to talk (2 or 1%), other (19 or 14%), prank (8 or 6%), pregnancy (9 or 7%), sexuality (10 or 7%), suicide (1 or 1%), and wrong number (8 or 6%).

## What was the outcome of the calls?

Of the 135 calls, 37 (27%) required a listening ear and counseling that the Teen Line staff provided. In addition, 16 callers (12%) had a specific question that staff was able to answer. To supplement the information given by staff, 27 referrals (20%) were made. Three calls resulted in the mailing of 300 Teen Line brochures. Staff was unable to help the 45 callers (33%) that hung-up or made a prank call.

## To whom were the callers referred?

Of the referrals that were made, 1% were to the caller's parents, 6% to school personnel, 24% to a family planning center, 9% to legal services, 9% to medical services, and 6% who were referred to a counselor other than their school counselor. One caller (3%) was referred to the Iowa Aftercare Services Network.

## What is available for marketing?

Brochures and rulers are available displaying the Teen Line number. To obtain these you may order them through the Iowa State Extension Distribution Center at 515-294-5247 or contact the Teen Line during office hours from 8 a.m. through 5 p.m.

If anyone would like additional statistics on the Teen Line, feel free to contact us at 1-800-443-8336. Current and previous reports are available for download at <http://www.extension.iastate.edu/Pages/cahotlines/teenline/>.

# Teen Line Teen Line Teen Line Teen Line Teen Line Teen Line Teen Line Teen

Time Period of Report: June 2002      Number of Calls: 135      Average Call Length: 3 min.

## Client Information:

Male: 22%      Female: 47%      Avg. Age: 18      Adult Callers: 13%      Repeat Callers: 8%  
 Area Code Revealed (13%): 319: 11%      515: 11%      563: 0%      641: 11%      712: 11%      Out of state: 56%

## Call Topic:

5 or 4% Abuse...  
     1 or 17% *Physical*  
     2 or 33% *Substance*  
     1 or 17% *Verbal/Emotional*  
     2 or 33% *Sexual*  
3 or 2% Birth Control  
3 or 2% Brochure Request...  
10 or 7% Educational  
0 or 0% Employment  
1 or 1% Foster Care/Aftercare  
1 or 1% Gangs  
33 or 24% Hang-Up  
8 or 6% Health...  
     0 or 0% *AIDS*  
     0 or 0% *Dieting/Nutrition*  
     1 or 13% *Eating Disorders*  
     0 or 0% *Puberty*  
     1 or 13% *STD's*  
     6 or 75% *Other*  
9 or 7% Information about hotline  
5 or 4% Legal  
2 or 1% Lonely/Just to talk  
8 or 6% Prank  
9 or 7% Pregnancy...  
18 or 13% Relationships...  
     14 or 64% *Boy/Girl*  
     7 or 32% *Family*  
     0 or 0% *Peer/Friends*  
     1 or 5% *Other*  
1 or 1% Runaway  
10 or 7% Sexuality  
1 or 1% Suicide  
8 or 6% Wrong Number  
0 or 0% "You are not alone"  
19 or 14% Other

## Outcome:

3 or 2% Brochure/Video Order Sent  
37 or 27% Counseling  
45 or 33% Hang-Up/Prank/NA  
3 or 2% Needs to call us back  
27 or 20% Referral...  
16 or 12% Supplied wanted information  
7 or 5% Unable to assist caller  
6 or 4% Other

## ...Referrals:

2 or 6% Counselor (not school)  
0 or 0% Dept. of Public Health  
8 or 24% Family Planning Center  
0 or 0% Law Enforcement  
3 or 9% Legal Services  
3 or 9% Medical Services  
1 or 3% Other Adult  
5 or 15% Other Hotline  
1 or 3% Parents  
1 or 3% Runaway Services  
2 or 6% School Personnel  
6 or 18% Other

**...# Teen Line brochures requested:** 300

## **"You are not alone" series...**

Workbooks requested: 0  
 Videos requested: 0  
 Physicians' manuals requested: 0

# Teen Line Calls June 2001 - June 2002

